



# STATE OF IOWA

CHESTER J. CULVER, GOVERNOR  
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DEPARTMENT OF HUMAN SERVICES  
CHARLES J. KROGMEIER, DIRECTOR

## INFORMATIONAL LETTER NO. 961

**DATE:** October 29, 2010

**TO:** Iowa Medicaid Hospitals, Physicians, Rural Health Clinics, Clinics, Maternal Health Centers, Nurse Practitioners, Federally Qualified Health Centers and Certified Nurse Midwives

**ISSUED BY:** Iowa Department of Human Services, Iowa Medicaid Enterprise (IME)

**RE:** Iowa Medicaid Member Services Disease Management and Maternity Management Program

**EFFECTIVE:** July 1, 2010

The new IME Member Services Disease Management and Maternity Management programs are designed to support providers and to assist participating Iowa Medicaid members in becoming and staying healthy. These programs support participants by locating and establishing a HealthCare Home, reinforcing treatment plans developed by their healthcare providers, and educating participants on making responsible decisions about their healthcare. For the participant, the program is free, voluntary, and those enrolled may choose to opt-out at any time.

Improving your patient's health is best accomplished when we are able to exchange and coordinate information with you. Our staff consists of registered nurses who are experienced clinicians. From time to time, your patient's Health Coach (nurse) or Case Manager may contact you by phone or fax to exchange information.

These programs seek to help keep participants healthy in order to improve their quality of life as well as reduce costly complications that can occur in participants with chronic diseases and high risk pregnancies. Our program is here to support any treatment you are currently providing to your Iowa Medicaid patients. We can assist you in supplementing the health education you already provide your patient.

We look forward to working with you to provide your patient with the best possible outcomes.

Thank you for helping us to help your patient. Should you have any questions, or if you would like to refer a member to one of our programs please contact Iowa Medicaid Member Services at:

- 1-515-256-4606 (in the Des Moines area)
- 1-800-338-8366 (outside of the Des Moines area)

Referrals can also be faxed into Member Services Clinical Team at 515-725-1351.  
We are available Monday through Friday from 8:00 a.m. to 5:00 p.m.